

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No. 10/826,160
Filing Date April 15, 2004
First Name Inventor..... Hua-Jun Zeng
Applicant..... Microsoft Corporation
Group Art Unit2169
Examiner Saunders, Aaron J
Attorney's Docket No. MS1- 1892US
Title: Mining Service Requests for Product Support

RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT
DATED MARCH 01, 2007

To: Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: Brian G. Hart (Tel. 509-324-9256; Fax 509-323-8979)
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INTRODUCTORY COMMENTS

This communication is responsive to the notice of non-compliant amendment dated March 01, 2007 to a response filed on February 08, 2007. Applicant herewith, along with the changes to the amendments to the specification requested in the notice of non-compliant amendment, resubmits the response in whole.

An "**Amendments to the Specification**" section begins on page 3 of this paper. An "**Amendments to the Claims**" section begins on page 7 of this paper. A "**Remarks**" section begins on page 24 of this paper.